

6

6/7/2017

Whirlpool Corporation Mail - January 1 on 1



Charlotte Shannon <charlotte_shannon@whirlpool.com>

January 1 on 1

1 message

Jason D Case <jason_d_case@whirlpool.com>

Tue, Apr 4, 2017 at 11:13 AM

To: Charlotte Shannon <charlotte_shannon@whirlpool.com>

Specialist		Productivity	Attendance	Flexibility	CI Mindset	Initiative	People Leadership	D.I.R.T.S.	Performance	9 Box	Completed Emails	Complaints	Days Worked on Emails	Avg Emails Per Day	CSV AHT
Charlotte	Shannon	3	3	2	3	2	3	3	2.714285714	5	309	443	18	17	

JASON D CASE RETAIL RETURNS OPERATIONS ADVISOR

T: 269-932-6514 | Whirlpool Corporation | WhirlpoolCorp.com

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6/7/2017



Charlotte Shannon <charlotte_shannon@whirlpool.com>

February 1 on 1

1 message

Jason D Case <jason_d_case@whirlpool.com>
To: Charlotte Shannon <charlotte_shannon@whirlpool.com>

Tue, Apr 4, 2017 at 10:39 AM

Specialist		Productivity	Attendance	Flexibility	CI Mindset	Initiative	People Leadership	D.I.R.T.S.	Performance	9 Box	Completed Emails	Complaints	Days Worked on Emails	Avg Emails Per Day	CSV AHT
Charlotte	Shannon	3	3	2	3	2	3	3	2.714285714	5	278	400	18	15.4	

Thank you,

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Charlotte Shannon <charlotte_shannon@whirlpool.com>

March 1 on 1

1 message

Jason D Case <jason_d_case@whirlpool.com>

To: Charlotte Shannon <charlotte_shannon@whirlpool.com>

Mon, Apr 24, 2017 at 9:05 AM

Hey Char,

Here are your stats for March.

Specialist		Productivity	Attendance	Flexibility	CI Mindset	Initiative	People Leadership	D.I.R.T.S.	Performance	9 Box	Completed Emails	Complaints	Days Worked on Emails	Avg Emails Per Day	CSV AHT	Email AHT
Charlotte	Shannon	3	2	2	3	2	3	3	2.571428571	5	375	444	18	20.8	7:36	9.05

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Charlotte Shannon <charlotte_shannon@whirlpool.com>

April 1 on 1

2 messages

Jason D Case <jason_d_case@whirlpool.com>

To: Charlotte Shannon <charlotte_shannon@whirlpool.com>

Mon, May 22, 2017 at 10:08 AM

Hey Char,

If you would like to meet on these numbers when you return from vacation please let me know.

Specialist		Productivity	Attendance	Flexibility	CI Mindset	Initiative	People Leadership	D.I.R.T.S.	Performance	9 Box	Completed Emails	Complaints	Days Worked on Emails	Avg Emails Per Day	CSV AHT	Email AHT
Charlotte Shannon		3	1	2	3	2	3	3	2.428571429	5	447	523	19	23.5	6:00	8.52

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Charlotte Shannon <charlotte_shannon@whirlpool.com>

To: Jason D Case <jason_d_case@whirlpool.com>

Wed, May 24, 2017 at 8:15 AM

Good morning Jason

Yes, I would like to meet. May we get together sometime today if possible.

Let me know.

Thanks much

(Quoted text hidden)

CHARLOTTE SHANNON TRADE PARTNER SUPPORT SPECIALIST

T: 269-759-7467 | Whirlpool Corporation | www.WhirlpoolCorp.com

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Charlotte Shannon <charlotte_shannon@whirlpool.com>

Non-Productive Aux

4 messages

Jason D Case <jason_d_case@whirlpool.com>
To: Charlotte Shannon <charlotte_shannon@whirlpool.com>

Wed, Jun 14, 2017 at 11:29 AM

Hey Char,

I fully understand as we discussed today that there may be a minor error being made in logging back in to personal Aux. As we have discussed and you have agreed we need to work together to bring that number back to an acceptable timeframe.

Can you please let me know what steps you are going to take to correct this issue as I want to make sure you fully understand this issue I want to help make sure this does not impact your stats and this is not being looked at as a negative behavior. Like I indicated in our meeting I want to help you succeed and want to make sure you in full awareness of what is going on.

Thank you again for taking the time to meet with me real quick and please let me know if you have any questions or concerns.

Thanks again,

JASON D CASE RETAIL RETURNS OPERATIONS ADVISOR

T: 269-932-6514 | Whirlpool Corporation | WhirlpoolCorp.com

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Charlotte Shannon <charlotte_shannon@whirlpool.com>
To: Jason D Case <jason_d_case@whirlpool.com>

Wed, Jun 14, 2017 at 11:34 AM

Thank you

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CHARLOTTE SHANNON TRADE PARTNER SUPPORT SPECIALIST

T: 269-759-7467 | Whirlpool Corporation | www.WhirlpoolCorp.com

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Jason D Case <jason_d_case@whirlpool.com>
To: Charlotte Shannon <charlotte_shannon@whirlpool.com>

Fri, Jun 16, 2017 at 8:16 AM

6/20/2017

Whirlpool Corporation Mail - Non-Productive Aux

Good morning Charlotte,

I have yet to receive a response from you in regards to the actions you plan on taking to resolve the excessive Aux code usage. Can you please respond by the end of business today and let me know what you are going to do to reduce your "Non-Productive Aux Codes"? I think once this is resolved you will see a dramatic increase in your utilization numbers.

Thank you,

JASON D CASE RETAIL RETURNS OPERATIONS ADVISOR

T: 269-932-6514 | Whirlpool Corporation | WhirlpoolCorp.com

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Charlotte Shannon <charlotte_shannon@whirlpool.com>

Fri, Jun 16, 2017 at 8:22 AM

To: Jason D Case <jason_d_case@whirlpool.com>

Good morning,

Pay closer attention to my aux time.

Thank you

[Quoted text hidden]

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CHARLOTTE SHANNON TRADE PARTNER SUPPORT SPECIALIST

T: 269-759-7467 | Whirlpool Corporation | www.WhirlpoolCorp.com

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Charlotte Shannon <charlotte_shannon@whirlpool.com>

Non-Productive and Productive Aux Codes

3 messages

Jason D Case <jason_d_case@whirlpool.com>

Mon, Jun 19, 2017 at 3:18 PM

To: Andrew A Wolfe <andrew_a_wolfe@whirlpool.com>, Cassandra J Rodriguez <cassandra_j_rodriguez@whirlpool.com>, Cathy A Will <cathy_a_will@whirlpool.com>, Charlotte Shannon <charlotte_shannon@whirlpool.com>, Christine A Duncombe <christine_a_duncombe@whirlpool.com>, Elizabeth J Bush <beth_bush@whirlpool.com>, Jamison T Dyer <jamison_t_dyer_aerotek@whirlpool.com>, Jeff H Law <Jeff_H_Law@whirlpool.com>, Patricia L Allen <patricia_l_allen@whirlpool.com>, Shelley M Zielinski <shelley_m_zielinski@whirlpool.com>, Thomas E Martin <thomas_e_martin_aerotek@whirlpool.com>, Troy R Schaffer <troy_r_schaffer@whirlpool.com>

Hello Team,

As we are approaching mid year I wanted to make sure everyone was aligned with some additional expectations in regards to aux codes which I will be adding to our sheet for 1 on 1's. Please read below and let me know if you have any questions or concerns. It will be your responsibility to make sure the correct aux codes are being used at the appropriate times.

Non-Productive Aux Expectations

Your total "Non-Productive Aux in a day should not total more than 10 minutes" which includes the following two aux codes. This measurement will be on your 1 on 1's moving forward.

Aux 0 - Default - **Time spent "Not Ready"**

Aux 1 - Personal - **Bathroom Breaks and Emergency's**

Productive Aux Expectations

For the following two Aux Codes it is my expectation that I am advised by you and understand what project or meetings you are attending via email and you also have it entered into Aspect.

Aux 2 - Meeting = **Needs to be added into Aspect before hand.**

Aux 3 - Training = **Needs to be added into Aspect before hand.**

Aux 4 - Email/Fax = **Needs to be used when working emails.**

Aux 5 - Project = **Needs to be added into Aspect before hand.**

Thank you all for your continued support as you are all doing an awesome job!!!

Thank you,

JASON D CASE RETAIL RETURNS OPERATIONS ADVISOR

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6/21/2017

Whirlpool Corporation Mail - Non-Productive and Productive Aux Codes

Charlotte Shannon <charlotte_shannon@whirlpool.com>

Tue, Jun 20, 2017 at 9:43 AM

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CHARLOTTE SHANNON TRADE PARTNER SUPPORT SPECIALISTT: 269-759-7467 | Whirlpool Corporation | www.WhirlpoolCorp.com

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Jason D Case <jason_d_case@whirlpool.com>

Wed, Jun 21, 2017 at 8:37 AM

To: Andrew A Wolfe <andrew_a_wolfe@whirlpool.com>, Cassandra J Rodriguez <cassandra_j_rodriguez@whirlpool.com>, Cathy A Will <cathy_a_will@whirlpool.com>, Charlotte Shannon <charlotte_shannon@whirlpool.com>, Christine A Duncombe <christine_a_duncombe@whirlpool.com>, Elizabeth J Bush <beth_bush@whirlpool.com>, Jamison T Dyer <jamison_t_dyer_aerotek@whirlpool.com>, Jeff H Law <Jeff_H_Law@whirlpool.com>, Patricia L Allen <patricia_l_allen@whirlpool.com>, Shelley M Zielinski <shelley_m_zielinski@whirlpool.com>, Thomas E Martin <thomas_e_martin_aerotek@whirlpool.com>, Troy R Schaffer <troy_r_schaffer@whirlpool.com>

Hello Team,

I just wanted to send a reminder that the following AUX codes need to be followed effective immediately. If I find that these codes are not being followed then you will be called into a 1 on 1 to get this addressed. I know that sometimes we make mistakes but following these codes are essential for Workforce Management to accurately forecast the work we are doing and the amount of time we are spending away from our desk and why.

If you have any concerns please come to me directly so we can discuss.

Thank you,

JASON D CASE RETAIL RETURNS OPERATIONS ADVISORT: 269-932-6514 | Whirlpool Corporation | WhirlpoolCorp.com

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CharlottePersonalAuxJune (1)

Personal Aux

6/1-35 ----- And 54min in meeting Aux2/nothing in Aspect

6/2-61

6/5-79

6/6-107

6/7-35

6/8-99

6/9-36

6/12-101

6/13-58